

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 14 - Valley Caregiver Resource Center

From: 07/01/2010 To: 06/30/2011

Performance Measures (PM) and Benchmarks									
	PM 1.1	PM 1.2	PM 2.1	PM 2.2	PM 2.3	PM 2.4	PM 2.5	PM 2.6	PM 2.7
	Clients Counseled	Public and Media Events	All Contacts	Persons Reached at PAM Events	Contacts w/ Medicare Beneficiaries Due to Disability	Contacts w/ Low Income Beneficiaries	Enrollment/ Assistance Contacts	Part D Enrollment/ Assistance Contacts	FTE
Current Results	1,841	217	9,628	7,226,133	2,732	5,386	5,772	4,460	14.60
CDA Established Benchmark	2,221	224	13,736	14,899	427	602	4,228	436	3.54
Needed to Reach Benchmark	380	7	4,108	-7,211,234	-2,305	-4,784	-1,544	-4,024	-11.06
% Above or Below Benchmark	17.11	3.13	29.91	-48,400.79	-539.81	-794.68	-36.52	-922.94	-312.55
Results for Same Time Last Year	1,545	166	7,587	1,007,479	1,888	3,444	5,355	4,136	12.67
Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice									
Current Attainment			74.7	56,062.6	134.9	83.8	44.8	34.6	
CMS Mimimum Attainment			37.1	35.6	41.5	46.8	25.5	14.2	
CMS Exemplary Attainment			76.1	201.0	96.1	130.2	53.0	39.9	